

Minutes of the Information Management Panel  
Friday, April 2, 2004

Bruce called the meeting to order at 1:00 p.m.

**Present:** Supervisors Genia Bruce, Duane Paulson, Bill Mitchell and Jim Behrend. **Absent:** Citizen Keith Pickens.

**Also Present:** Information Systems Manager Michael Biagioli, Applications Development Administrator Wayne Naegele, Systems Technology Administrator Al Mundt, Chief of Staff Lee Esler, Office Services Coordinator Windy Jicha, Intake and Support Services Manager Rich Laven, Principal System Analyst Ann Christman.

### **Correspondence**

Article from the March 22, 2004 Business Journal titled "Midwest Fiber adds network in Waukesha County"

Approval of Minutes March 5, 2004

**MOTION:** Mitchell moved, Behrend second, to approve the minutes of March 5, 2004. **Motion carried:** 4-0.

### **Chair Comments**

Bruce thanked the committee members for their work and participation in the panel.

### **Future Agenda Items**

Email policies

### **Status Report on the Waukesha County Communications Center**

Biagioli said we have changed the schedule of go live dates for the Waukesha County Communication Center (WCCC). The LAKES dispatch center has full employment needs of nine dispatchers. They are down to five dispatchers and these people are bordering on collapsing. The dispatchers are working 12 hours per day, six days per week because there is no relief staff. Two weeks ago a dispatcher had to dispatch an ambulance to the LAKES dispatch center for him. He is fine now. We were asked to please get them on board earlier so we are switching the schedule to bring LAKES up first. Tuma is going through a quick hiring process to hire dispatchers that can be assigned to the LAKES dispatch center. These dispatchers will offer some relief so the other five dispatchers don't quit. These newly hired dispatchers will not know the LAKES software and will help with duties such as answering the phones. LAKES will go live July 7. Tuma feels LAKES is a better candidate to go live than the Sheriff's Department because it is a smaller organization and their dispatchers have EMT training. The Sheriff's Department will go live September 7, while Brookfield will go live November 7 or 8.

Biagioli said SBC is still installing the E911 system and it will be ready April 20. They are seven to ten days behind schedule. This is the heart of the 911-dispatch system. We had to change the setup because the unit was preloaded in Canada and the hardware wasn't compatible. We switched out the PCs at each dispatch station with PCs we purchased from Positron.

Biagioli said they are in the final stages of installing the radio equipment. We have a solid fiber link between the tower and the WCCC. Once the radio equipment is put together, we will have the full contingent of equipment for the dispatch stations in place. They signed off on the Spillman software that is at each dispatch station. They will be ready to go in two to three weeks with the "Rip and Run" system. This system allows dispatchers to auto fax a report of the actual incident to the fire stations directly from the Spillman system.

Biagioli said we would be applying for a grant for mobile data computing. Senator Feingold put him in contact with the Office of Justice Assistance in Madison. Biagioli will meet with staff from this office next week to discuss Waukesha County being the pilot team for Wisconsin Information Justice System. They don't have grant submission dates or rules for 2004 grant but the state DAIT team wants to Waukesha County as the pilot team for Wisconsin Information Justice System. This system will allow police officers to be directly linked with the FBI, CCAP, PROTECT, DOT, CIB. They are interested in Waukesha County to pilot this because of the county size and the joint dispatch effort. We can put the infrastructure in place to get this out to the cars. It would transmit at a broadband capability of 19.2. We can do it for a known cost. The police vehicles would have to set up to receive the signal at 19.2. The grant money will assist communities in buying the software to receive the signal and installing. It will cost \$13,500 per police car, ambulance or fire truck. The Sheriff's Department has 54 units that would need to be altered to receive the signal. Biagioli said he has been trying to keep Waukesha County police and fire chiefs informed on this.

Behrend asked if this were a federal grant, would there be future obligations to purchase this system for newly purchased cars? Biagioli said yes. This is where technology is going. He is trying to get funding for all the communities in Waukesha County not just those involved in the WCCC. Letters have been sent to all communities asking if the communities would be interested in receiving grant money for this conversion. There are 268 emergency vehicles in the Waukesha County. Both New Berlin and Menomonee Falls have turned down the offer for grant monies. Biagioli said he is chasing down responses from all communities and will get written notice from any community that chooses not to participate in the grant app process. This grant would provide \$3.5 million for communities to help them convert emergency vehicles. Waukesha County will be able broadcast at this level but it doesn't do any good if no one can receive the messages.

Esler asked, if you don't get enough grant money, what's the pecking order on getting the funding? Biagioli said communities enrolled in the WCCC would have first priority to the funds. Police departments will also have priorities over fire departments. He is working with Jim Maleug to on this. They think they can get 80% of the funds for this project if not more. This takes Waukesha County to voiceless dispatch.

Paulson said he doesn't see the value of installing it in the ambulances and fire trucks. He said if you get the grant, you could put it in all the police cars in the county, not just those communities participating in the WCCC. Biagioli said he wouldn't have a lot of say over who gets grant funds and software. Paulson said you would need the software at command centers more than in the ambulances and fire trucks.

Biagioli said we are making visits to all communities for the Wide Area Network. Mundt said the last piece of the equation is to make the networks look like they are part of the WCCC. We have 12 organizations completed and one scheduled for next week. He has four to five organizations to visit in order to complete phase two of this project. When he goes to an organization, he meets with the chief or designee. We go through questions, gather network information, go through options for connection and are given enough information to make informed decisions. Some organizations do not have networks while others are fully networked. Overall we have been well received. There have been lots of questions, some which resulted in visits to the WCCC. The networking has been in place since January.

Biagioli said we have some issues with the Spillman mapping. Our team from the WCCC will be visiting the Northshore to view the business workarounds they have developed for several issues. He is expecting some answers next week. Police Protocols Committee is still working things out. They are meeting once a week for six hours at a time to work through this.

Biagioli said they completed the second test run last week and it well. They found out there's a lot of data. The District Attorney's Office will have to be off the system (PROTECT and IJIS) for three days in order to complete the conversion. They don't like this but they understand. The conversion can't take place over a weekend due to staffing issues so it will take place during the week. They will begin the conversion on Tuesday, May 18. The state has completed the contracted work paid for by Waukesha County and now calls the system Release 2 of PROTECT. Release 2 was installed and next week staff members will be trained to use it. They did find out that the interface between PROTECT and CCAP will not be in place by the goal date. This means that the Clerk of Courts and District Attorney's office will need to pass data between the departments to make sure it is in alignment. The data will be entered into one system, printed out and then manually re-keyed by staff in the other department. Biagioli said he doesn't know what the impact on staffing will be yet. They want this interface in place by the end of summer so there will be two to three months of manual data entry. They are analyzing how big of a deal this will be.

Behrend asked if interns could do this work? Biagioli said he isn't sure. It could be possible.

Biagioli said the goal date is May 24<sup>th</sup>. There doesn't seem to be any major obstacles to having this done on time. The state DAIT team, which consists of six people, will be able to service this system.

#### Discuss Health and Human Services System Support

Biagioli said we have WISACWIS set to go live on June 28. We asked HHS to identify interfaces they need and to prioritize the data conversions. Biagioli and Norm Cummings may need to go to the Finance Committee to ask to have money in the capital project re-channeled due to IS issues. We have pushed the case management completion date forward because of the intense efforts being put into WISACWIS. There is a lot of work being done and they have limited staff to address these issues. HHS has to decide what things will alleviate the manual efforts of HHS staff and which of these items IS can actually complete. They need to look at realistic time frames to get stuff done.

Paulson asked what about the billing portion? Naegle said we are behind schedule but every day we are making progress. Laven said we've sent out billing statements to people indicating what they owe from last year. Christman said we are billing commercial on paper forms except for Medicare A and B and Medicaid. Medicaid requires electronic files to be sent but we haven't been able to do that. There are many HIPPA issues that need to be dealt with. Things have gotten better and we are getting closer. The software was built for individuals not families. They had to build a family system to capture an entire family's billing but it isn't working right. IS created a data warehouse to store and maintain data from the old system. They are testing it and also building three interfaces for it.

Paulson asked are there any other resources you need to get this done? Biagioli said we are working with the vendor as best we can to get the electronic pieces done. Paulson asked do we need more resources to get this done? Laven said it would be premature to say that now. Paulson asked how much longer are we going to do manual billing? Biagioli said we are getting closer to completion. Paulson asked do you have all the resources you need to get this done? Biagioli said he can't say if that is true or false. There are things we don't know yet that we could put resources on if we could figure out how we could put resources on it and the best use of resources. They need to determine the best use of resources. We don't have a lot done with the electronic portion of the project. It's a HIPPA requirement to complete this and we can't do some billing without that part completed. Laven said the pieces are linked in a very complicated manner. Biagioli said he can't tell the Panel what he needs in resources to get this job done faster. He does need to go to the Finance Committee to ask for additional funding to get it done. He wants to use taxpayer money responsibly.

Mitchell asked is there anything we can do since the vendor is behind schedule? Biagioli said we stopped paying the vendor and don't plan on paying them until they get up to speed.

Update on Tax Records and Listing Replacement System

Biagioli said on the hardware side, our backup system for business continuity is working. The system is up and functioning. We have a parallel system that is being tested weekly and is working.

Naegle said Whitman Hart, Waukesha County and Easy Access had a conference call. We are working to see how Easy Access works and how it will fit into our system. We are wrapping this up and confirming facts. The kick off date for the tax project is April 21 and 22, 2004

Bruce asked if the system would be up and running sooner than reported at the last meeting? Biagioli said the system wouldn't be ready for the upcoming tax season. We will produce the tax bills from our existing system. He said Reeves is aware of the timing on this system and ok with it as long as the system does what it is supposed to do when it is needed.

**MOTION:** Behrend moved, Mitchell second, to allow Secretary Duane E. Paulson to approve the final set(s) of Panel minutes on behalf of the panel. **Motion carried:** 4-0.

Motion to Adjourn

**MOTION:** Behrend moved, Mitchell second, to adjourn the meeting at 1:57 p.m. **Motion carried:** 4 -0.

Respectfully submitted,

Duane E. Paulson, Secretary  
Information Management Panel